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**TO: Economic Support Supervisors  
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**BWP/BIMA OPERATIONS MEMO**

**No.: 02-56**

**File: 2408**

**Date: 9/18/2002**

**Non W-2 ☐ W-2 ☒ CC ☐**

**PRIORITY: Medium**

**SUBJECT: Appropriate Case Management Follow-Up (CMF) Services**

**CROSS REFERENCE:** W-2 Manual, Chapter 7, Section 7.1.3  
Operations Memo 98-53

**EFFECTIVE DATE:** Immediately

**PURPOSE**

To provide information regarding case management services for participants placed on the Unsubsidized Employment rung of the W-2 ladder and coded as CMF for case management follow-up services.

**BACKGROUND**

Unsubsidized Employment (UE) is the highest and most desirable rung on the W-2 employment ladder. For the purpose of gathering more detailed data on individuals placed in Unsubsidized Employment, the CARES system contains Unsubsidized Employment placement codes. These codes define a particular reason for the Unsubsidized Employment placement. Employed participants who have moved up the W-2 ladder to unsubsidized employment must be placed on the UE rung and coded as CMF for at least six months. Participants placed on the UE rung are not subject to either federal or W-2 employment position time limits.

## **POLICY**

### CMF CASE MANAGEMENT SERVICES

The FEP must provide CMF participants follow-up case management services regardless of nonfinancial and financial eligibility criteria. Providing case management services can help participants make the necessary adjustments in order to be successful in the world of work. Follow-up case management services may assist individuals in retaining their current employment and/or obtaining additional skills to secure a job with increased hours, pay and/or benefits. The FEP must provide these services for at least six months to encourage and support job retention.

Case management services may include:

- Providing job survival/retention techniques;
- Providing guidance in career decision making skills;
- Exploring career options;
- Identifying vocational opportunities;
- Providing employment skills training;
- Identifying necessary education and training needs, e.g., drivers education, English-as-a-Second Language and obtaining a high school diploma; other remedial education courses;
- Developing networking skills;
- Creating or updating a resume; and
- Providing referrals to other community resources.

W-2 agencies are encouraged to provide services beyond the required six-month period regardless of the individual's income and asset limit to prevent recidivism and ensure employment stability. There is no time limit on these services. The FEP may also arrange for continued service through the Job Center or other employment training and/or retention programs, e.g., Welfare-to-Work (WtW), Workforce Attachment and Advancement (WAA) and Workforce Investment Act (WIA).

### 30-DAY AND 180-DAY FOLLOW-THROUGH REQUIREMENTS

Completing the 30-day and 180-day follow-up information on CARES screen WPFT *Employment Follow-Through* does not constitute case management services for CMF participants. This is a CARES verification and documentation requirement and should not be interpreted as the only "case management follow-up services" to be provided during a CMF placement.

In addition to the requirement to complete this CARES screen, FEPs must contact participants and provide the appropriate services as discussed in the above **CMF Case Management Services** section. How often contact should occur depends upon each individual case, but at least bi-weekly or monthly contact would be appropriate.

### ISSUES WITH CMF PLACEMENTS

Although agencies must always place an individual who moves directly from a Trial Job, CSJ or W-2 T into unsubsidized employment into CMF, agencies must ensure that all participants are aware of other available retention services once they obtain employment. This includes

services offered under W-2 through the CMF placement as well as services offered through other programs such as WAA and WIA if the CMF placement is not appropriate.

The following issues have been observed on CARES and are an incorrect application of policy related to the CMF placement. These practices result in lack of service to participants and may negatively impact agency performance with the Earnings Gain performance standard.

<b><i>ISSUE</i></b>	<b><i>CORRECT APPLICATION OF POLICY</i></b>
1. The participant is placed in CMF and the only activity on the case for the next six months is the worker contacting the employer to verify continued employment, hours and wages.	The purpose of the CMF placement is to provide services that assist individuals in retaining their current employment and/or obtaining additional skills to secure a job with increased hours, pay and/or benefits. This may be as basic as ensuring that the individuals are getting up in the morning, getting their children to daycare/school and then getting themselves to work on time. Or, the worker may, with the participant's permission, contact the employer to find out how participants are interacting with co-workers and supervisors. If the participant needs assistance with any of these activities, the worker can provide services such as a job coach or mentor or connecting the participant with any services or programs the employer may have to assist employees. If participants are functioning successfully in the workplace, the FEP should ensure that participants are knowledgeable in the types of programs that may help advance their employment opportunities such as networking, additional education and training activities, and referrals to higher paying jobs available in the community.
2. Some participants who progress from a W-2 employment position to an unsubsidized position are not placed in CMF and there is no apparent reason why they are not placed in CMF.	The FEP must provide at least six months of follow-up case management services unless the participant refuses case management services or loses his or her job. The FEP must document on Case Comments (CMCC) situations in which participants obtain unsubsidized employment and refuse follow-up services.

<i><b>ISSUE</b></i>	<i><b>CORRECT APPLICATION OF POLICY</b></i>
3. Some CMF placements are ended in less than six months for no apparent reason.	The FEP must provide at least six months of follow-up case management services unless the participant refuses case management services or loses his or her job. For placements that last less than six months, it should be documented in Case Comments (CMCC) why the placement ended prior to the six month follow-up period.
4. CMF placements end before the end of the mandatory six-month period because the participant is no longer eligible for W-2.	At least six months of follow-up case management services must be provided regardless of nonfinancial and financial eligibility criteria, unless the participant refuses case management services or loses his or her job.
5. When a partial CSJ participant moves to full-time employment, the resulting CMF placement is sometimes closed six months after the job began, rather than when the participant was placed in CMF.	The CMF placement must last for six months after the W-2 employment position ends and the participant is placed in CMF, even if the unsubsidized employment started while the person was in a subsidized employment position.
6. Some participants are correctly placed in a CMF placement and are then placed in a CMS placement when they lose their job.	This may be correct. The FEP needs to ensure, however, that if a participant loses his or her job, he or she is reassessed. The FEP should keep in mind that the loss of a job within six months of being hired may be an indication of hidden barriers and a thorough exploration of why the job was lost should be completed. If additional barriers are suspected, the individual should be placed in a subsidized employment position and offered formal assessment and other appropriate services. If additional barriers are not suspected and the FEP determines that the individual is capable of obtaining additional employment, a CMS placement would be appropriate and the participant must sign a CMS agreement.

**ISSUE****CORRECT APPLICATION OF POLICY**

7. Some participants are placed in a CMF placement as the initial placement at the time of application to W-2.

The CMF placement should be used for a participant who progresses from an employment position to an unsubsidized position. Individuals who are employed at the time of application should be placed in a CMU placement not a CMF placement. Similarly, individuals who start out in CMS (ready for unsubsidized employment) placement should not be changed to CMF if they become employed. They should be changed to a CMU position.

8. The worker changes the placement on ACWI to CMF by mistake or prematurely.

Many times this is due to the worker placing the participant in CMF prior to verifying that employment has begun. To avoid this error altogether, the FEP should verify with the employer that the participant has actually begun to work and validate the wages and hours prior to placing a participant in CMF on ACWI. However, if a participant is placed in CMF in error, the worker must do the following.

1) On ACWS, enter in an ending wage of 0.00, with an explanation that the employment never began.

2) On ACWI, enter in the prior paid placement with the same begin date as the CMF placement had.

CARES will automatically populate the end date for the CMF placement with the day prior to the begin date. The CMF placement will then be read as an invalid row and not counted towards the performance standard for Earnings Gain. This must be done within three weeks after the initial CMF placement.

**CONTACTS**

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Note: Email contacts are preferred. Thank you.